



**Attachment to Data Center Services
Service Component Provider
Master Services Agreement**
DIR Contract No. DIR-DCS-SCP-MSA-002

Between

**The State of Texas, acting by and through
the Texas Department of Information Resources**

and

Xerox State & Local Solutions, Inc.

**Attachment 3-A
Service Level Matrix**

March 21, 2014

INTRODUCTION

This Attachment 3-A to Exhibit 3 (Service Levels) sets forth the following:

1. For Critical Service Levels (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- the timing regarding the commencement of obligations for each Critical Service Level
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Critical Service Level can be found

2. For Key Measurements (Attachment 3-B):

- the numeric measurements for Minimum Service Levels and Expected Service Levels;
- a cross-reference to Attachment 3-B (SLA Definitions-Tools-Methodologies) where the qualitative description of the Performance Category and the associated Key Measurement can be found

3. For One Time Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each One Time Deliverable
- a cross-reference to Attachment 3-C (Critical Deliverables) where the qualitative description of the One Time Deliverable can be found
- designation in columns H through M with an "x" indicating to which Service Component(s) of the RFO a One Time Critical Deliverable will apply

4. For Recurring Deliverables (Attachment 3-C):

- the timing regarding the commencement of obligations for each Recurring Deliverable
- a cross-reference to Attachment 3-C (Recurring Deliverables) where the qualitative description of the Recurring Deliverable can be found
- designation in columns I through N with an "x" indicating to which Service Component(s) of the RFO a Recurring Critical Deliverable will apply

Critical Service Level Matrix - SERVER

	At-Risk Amount	10%
	Pool Percentage Available for Allocation	200%

200%	<- Checksum - must equal Pool Percentage
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Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽¹⁾	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice	Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
1.1	Availability												
	Allocation of Pool Percentage:	84%											
S1.1.1	Servers - Platinum Tier Availability	0	99.95%	99.90%	Monthly	CSL	S	10.00%	0.84%	No	-	-	-
S1.1.2	Servers - Gold Tier Availability - Consolidated	0	99.90%	99.80%	Monthly	CSL	S	19.00%	1.60%	No	-	-	-
S1.1.3	Servers - Silver Tier Availability - Consolidated	0	99.85%	99.75%	Monthly	CSL	S	17.00%	1.43%	No	-	-	-
S1.1.4	Servers - Bronze Tier Availability - Consolidated	0	99.75%	99.65%	Monthly	CSL	S	17.00%	1.43%	No	-	-	-
S1.1.5	Servers - Gold Tier Availability - Non-Consolidated	0	99.85%	99.75%	Monthly	CSL	S	12.00%	1.01%	No	-	-	-
S1.1.6	Servers - Silver Tier Availability - Non-Consolidated	0	99.80%	99.70%	Monthly	CSL	S	10.00%	0.84%	No	-	-	-
S1.1.7	Servers - Bronze Tier Availability - Non-Consolidated	0	99.70%	99.60%	Monthly	CSL	S	10.00%	0.84%	No	-	-	-
S1.1.8	Federal Application Availability	0	99.90%	99.90%	Monthly	CSL	S	5.00%	0.42%	No	-	-	-
	Checksum ->							100.00%					
1.2	Incident and Problem												
	Allocation of Pool Percentage:	32%											
R1.2.1S	Resolution Time - Sev 1 and 2 - Server	0	97.50%	96.00%	Monthly	CSL	R	80.00%	2.56%	Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
R1.2.3S	Resolution Time - Sev 3 and 4 - Server	0	97.50%	96.00%	Monthly	CSL	R	20.00%	0.64%	Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
	Checksum ->							100.00%					
1.3	Cross Functional												
	Allocation of Pool Percentage:	63%											
R1.3.1S	Service Request Fulfillment - Server	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
R1.3.2S	Solution Proposal Delivery - Server	2	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	No	-	-	-
R1.3.3S	Solution Implementation - Server	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	No	-	-	-
R1.3.4S	CMDR Reconciliation - Server	4	98.00%	95.00%	Monthly	CSL	R	18.00%	1.13%	No	-	-	-
R1.3.5S	License and Maintenance Renewal Timeliness - Server	0	99.00%	98.00%	Monthly	CSL	R	10.00%	0.63%	Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B
R1.3.6S	Invoice Dispute Resolution - Server	0	95.00%	90.00%	Monthly	CSL	R	18.00%	1.13%	Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
	Checksum ->							100.00%					
1.4	Other Service Delivery												
	Allocation of Pool Percentage:	21%											
U1.4.1S	Successful Backups - Consolidated - Server	0	99.00%	97.00%	Monthly	CSL	U	40.00%	0.84%	No	-	-	-
U1.4.2S	Successful Backups - Non-Consolidated - Server	0	97.00%	95.00%	Monthly	CSL	U	25.00%	0.53%	No	-	-	-
U1.4.3S	Successful Recoveries - Server	0	99.00%	98.00%	Monthly	CSL	U	35.00%	0.74%	Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
	Checksum ->							100.00%					

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - SERVER

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽¹⁾	Measurement Window	SLA Type	Share Type	Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-9	Volume (Denominator) 10-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
2.1	Incident and Problem											
R2.1.1S	Root Cause Analysis Delivery - Server	0	98.00%	96.00%	Monthly	KM	R	No	-	-	-	-
R2.1.2S	Corrective Actions - Server	0	95.00%	90.00%	Monthly	KM	R	No	-	-	-	-
2.2	Cross Functional											
R2.2.1S	Change Management Effectiveness - Server	0	96.00%	93.00%	Monthly	KM	R	Yes	1 Miss = ESL 2 Misses = MSL	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
R2.2.2S	DR Test Report Delivery - Server	0	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-	-	-
R2.2.3S	DR Test Plan Objectives Met - Server	0	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-	-	-
2.3	Other Service Delivery SLAs											
U2.3.3S	Off-Site Media Management - Server	0	95.00%	90.00%	Monthly	KM	U	No	-	-	-	-

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Critical Service Level Matrix - DATA CENTER

	At-Risk Amount								10%
	Pool Percentage Available for Allocation								100%
Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽³⁾	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	30%							
S1.1.11	Data Center Availability	0	99.90%	99.75%	Monthly	CSL	S	100.00%	3.00%
							Checksum ->	100.00%	
1.2	Incident and Problem								
	Allocation of Pool Percentage:	25%							
R1.2.4D	Resolution Time - Sev 1/2/3/4 - Data Center	0	97.50%	96.00%	Monthly	CSL	R	100.00%	2.50%
							Checksum ->	100.00%	
1.3	Cross Functional								
	Allocation of Pool Percentage:	20%							
R1.3.1D	Service Request Fulfillment - Data Center	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.2D	Solution Proposal Delivery - Data Center	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.3D	Solution Implementation - Data Center	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.4D	CMDB Reconciliation - Data Center	4	98.00%	95.00%	Annually	CSL	R	18.00%	0.36%
R1.3.5D	License and Maintenance Renewal Timeliness - Data Center	0	99.00%	98.00%	Monthly	CSL	R	18.00%	0.36%
R1.3.6D	Invoice Dispute Resolution - Data Center	0	95.00%	90.00%	Monthly	CSL	R	10.00%	0.20%
							Checksum ->	100.00%	
1.4	Other Service Delivery								
	Allocation of Pool Percentage:	25%							
U1.4.4D	Off-Site Media Management - Data Center	0	95.00%	90.00%	Monthly	CSL	U	100.00%	2.50%
							Checksum ->	100.00%	

100% <- Checksum - must equal Pool Percentage

Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
No	-	-	-

Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
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Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
No	-	-	-
No	-	-	-
No	-	-	-
Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B
Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL

No	-	-	-
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Notes:

- (1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.
 (2) ESL shall have the same meaning as Expected Service Level.
 (3) MSL shall have the same meaning as Minimum Service Level.
 (4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - DATA CENTER

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽¹⁾	Measurement Window	SLA Type	Share Type	Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-9	Volume (Denominator) 10-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
2.1	Incident and Problem											
R2.1.1D	Root Cause Analysis Delivery - Data Center	0	98.00%	96.00%	Monthly	KM	R	No	-	-	-	-
R2.1.2D	Corrective Actions - Data Center	0	95.00%	90.00%	Monthly	KM	R	No	-	-	-	-
2.2	Cross Functional											
R2.2.1D	Change Management Effectiveness - Data Center	0	96.00%	93.00%	Monthly	KM	R	Yes	1 Miss = ESL 2 Misses = MSL	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
R2.2.2D	DR Test Report Delivery - Data Center	0	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-	-	-
R2.2.3D	DR Test Plan Objectives Met - Data Center	0	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-	-	-

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Critical Service Level Matrix - NETWORK

	At-Risk Amount								10%
	Pool Percentage Available for Allocation								100%
Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽³⁾	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	30%							
S1.1.10	Network Availability	0	99.99%	99.95%	Monthly	CSL	S	100.00%	3.00%
							Checksum ->	100.00%	
1.2	Incident and Problem								
	Allocation of Pool Percentage:	25%							
R1.2.4N	Resolution Time - Sev 1/2/3/4 - Network	0	97.50%	96.00%	Monthly	CSL	R	100.00%	2.50%
							Checksum ->	100.00%	
1.3	Cross Functional								
	Allocation of Pool Percentage:	45%							
R1.3.1N	Service Request Fulfillment - Network	0	95.00%	90.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.2N	Solution Proposal Delivery - Network	0	95.00%	90.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.3N	Solution Implementation - Network	0	95.00%	90.00%	Monthly	CSL	R	15.00%	0.68%
R1.3.4N	CMDB Reconciliation - Network	4	98.00%	95.00%	Annually	CSL	R	20.00%	0.90%
R1.3.5N	License and Maintenance Renewal Timeliness - Network	0	99.00%	98.00%	Monthly	CSL	R	10.00%	0.45%
R1.3.6N	Invoice Dispute Resolution - Network	0	95.00%	90.00%	Monthly	CSL	R	5.00%	0.23%
R1.3.7N	Change Management Effectiveness - Network	0	96.00%	93.00%	Monthly	CSL	R	20.00%	0.90%
							Checksum ->	100.00%	

100% <- Checksum - must equal Pool Percentage

Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
No	-	-	-

Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
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Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
No	-	-	-
No	-	-	-
No	-	-	-
Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B
Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - NETWORK

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽³⁾	Measurement Window	SLA Type	Share Type
2.1	Incident and Problem						
R2.1.1N	Root Cause Analysis Delivery - Network	0	98.00%	96.00%	Monthly	KM	R
R2.1.2N	Corrective Actions - Network	0	95.00%	90.00%	Monthly	KM	R

2.2	Cross Functional						
R2.2.2N	DR Test Report Delivery - Network	0	95.00%	90.00%	Monthly	KM	R
R2.2.3N	DR Test Plan Objectives Met - Network	0	95.00%	90.00%	Monthly	KM	R

Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-9	Volume (Denominator) 10-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
No	-	-	-	-
No	-	-	-	-

Yes	1 Miss = MSL	-	-	-
Yes	1 Miss = MSL	-	-	-

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Critical Service Level Matrix - MAINFRAME

	At-Risk Amount								10%
	Pool Percentage Available for Allocation								100%
Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽³⁾	Measurement Window	SLA Type	Share Type	Allocation	% of Invoice
1.1	Availability								
	Allocation of Pool Percentage:	30%							
S1.1.9	Mainframe Availability	0	99.90%	99.70%	Monthly	CSL	S	100.00%	3.00%
							Checksum ->	100.00%	
1.2	Incident and Problem								
	Allocation of Pool Percentage:	15%							
R1.2.4M	Resolution Time - Sev 1/2/3/4 - Mainframe	0	97.50%	96.00%	Monthly	CSL	R	100.00%	1.50%
							Checksum ->	100.00%	
1.3	Cross Functional								
	Allocation of Pool Percentage:	35%							
R1.3.1M	Service Request Fulfillment - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.2M	Solution Proposal Delivery - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.3M	Solution Implementation - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.4M	CMDB Reconciliation - Mainframe	4	98.00%	95.00%	Annually	CSL	R	10.00%	0.35%
R1.3.5M	License and Maintenance Renewal Timeliness - Mainframe	0	99.00%	98.00%	Monthly	CSL	R	18.00%	0.63%
R1.3.6M	Invoice Dispute Resolution - Mainframe	0	95.00%	90.00%	Monthly	CSL	R	18.00%	0.63%
							Checksum ->	100.00%	
1.4	Other Service Delivery								
	Allocation of Pool Percentage:	20%							
U1.4.1M	Successful Backups - Consolidated - Mainframe	0	99.00%	97.00%	Monthly	CSL	U	50.00%	1.00%
U1.4.3M	Successful Recoveries - Mainframe	0	99.00%	98.00%	Monthly	CSL	U	50.00%	1.00%
							Checksum ->	100.00%	

100% <- Checksum - must equal Pool Percentage

Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
No	-	-	-
Yes	1 Miss = ESL 2 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL	1-2 Misses = ESL 3-4 Misses = MSL
Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
No	-	-	-
No	-	-	-
Yes	Attachment 3-B	Attachment 3-B	Attachment 3-B
Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
No	-	-	-
Yes	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

Key Measurements Matrix - MAINFRAME

Ref	Service Level Categories	Comm + mos ⁽¹⁾	Expected ⁽²⁾	Minimum ⁽¹⁾	Measurement Window	SLA Type	Share Type	Low Volume Alternative Calculation ⁽⁴⁾	Volume (Denominator) 1-9	Volume (Denominator) 10-25	Volume (Denominator) 26-60	Volume (Denominator) 61-100
2.1	Incident and Problem											
R2.1.1M	Root Cause Analysis Delivery - Mainframe	0	98.00%	96.00%	Monthly	KM	R	No	-	-	-	-
R2.1.2M	Corrective Actions - Mainframe	0	95.00%	90.00%	Monthly	KM	R	No	-	-	-	-
2.2	Cross Functional											
R2.2.1M	Change Management Effectiveness - Mainframe	0	96.00%	93.00%	Monthly	KM	R	Yes	1 Miss = ESL 2 Misses = MSL	1 Miss = ESL 2 Misses = MSL	1-3 Misses = ESL 4-6 Misses = MSL	1-5 Misses = ESL 6-10 Misses = MSL
R2.2.2M	DR Test Report Delivery - Mainframe	0	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-	-	-
R2.2.3M	DR Test Plan Objectives Met - Mainframe	0	95.00%	90.00%	Monthly	KM	R	Yes	1 Miss = MSL	-	-	-
2.3	Other Service Delivery											
U2.3.5M	Batch Processing Completed within Window	0	99.50%	99.00%	Monthly	KM	U	No	-	-	-	-

Notes:

(1) Number of Months after Commencement Date when the Service Provider is responsible for Service Level performance and Service Level Credits due for Service Level Default.

(2) ESL shall have the same meaning as Expected Service Level.

(3) MSL shall have the same meaning as Minimum Service Level.

(4) The SLA result will initially be calculated based upon the algorithm specified in **Attachment 3-B**. If the result is less than the Service Level target, then the performance for this Service Level shall be reported as set forth in **Attachment 3-A**.

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable (\$s) ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$75,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$50,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$60,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$75,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$45,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$45,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable (\$) ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	\$55,000	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast	In accordance with <u>Attachment 20-A</u>	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$50,000	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$50,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$57,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	\$50,000	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDb Initial Data Population	+ 4	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$7,500	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$4,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$8,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast	In accordance with <u>Attachment 20-A</u>	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	N/A	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$12,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$15,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDb Initial Data Population	+ 4	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$2,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) + 6	30 days after final due date	\$2,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$1,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$3,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) According to Attachment 20A	30 days after final due date	\$8,000	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	\$3,500	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast	In accordance with <u>Attachment 20-A</u>	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$3,500	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$3,500	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$4,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	\$5,000	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

One Time Critical Deliverables

Attachment 3-C Section Reference	Critical Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applied	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
1.1	Complete Asset Inventory and CMDB Initial Data Population	+ 4	30 days after final due date	\$30,000	monthly	x	x	x	x	x	x
1.2	Transition Readiness Plan	- 1	7 days after final due date	\$21,000	weekly	x	x	x	x	x	x
1.3	Transition Plan	(1) Effective + 2 (2) August 19, 2012	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
1.4	Transformation Plan	(1) Effective + 4 (2) + 4	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
1.5	Service Management Manual	(1) Effective + 2 (2) - 0.5 (2b) + 1.5 (3) - 6	30 days after final due date	\$10,000	monthly	x	x	x	x	x	x
1.6	New Customer Integration Plan	+ 12	30 days after final due date	\$5,000	monthly	x	x	x	x	x	x
1.7	Updated Disaster Recovery Plans	(1) + 0 (2) + 6	30 days after final due date	\$27,000	monthly	x	x	x	x	x	x
1.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
1.9	Consolidated Data Center Network Improvement Plan	(1) - 2 (2) January 1, 2013 (3) April 1, 2013 (4) Appropriate	30 days after final due date	N/A	monthly	x	N/A	N/A	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component

Recurring Deliverables

Attachment 3-C Section Reference	Recurring Deliverable Description	Final Due Date ⁽¹⁾	Acceptance Review Period	Deliverable Credit ⁽²⁾	Frequency Credit Applies	An "x" indicates the Service Component a Recurring Deliverable will apply to ⁽²⁾					
						MSI	Mainframe	Server	Print & Mail	Data Center	Network
2.1	Annual Technology Plan	Annually on January 15th	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.2	Annual Transformation Plan	Annually on May 1st	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x
2.3	Technology Roadmap for Equipment and Software	Annually on June 15th	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.4	Annual Equipment & Software Refresh Forecast	In accordance with <u>Attachment 20-A</u>	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.5	Annual Security Plan	Annually on October 1st	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.6	Security Assessment Remediation	In accordance with <u>Attachment 17-C</u>	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.7	CMDB Configuration Item Reconciliation	Upon first anniversary of Commencement; Annually on July 1st thereafter	30 days after final due date	\$25,000	monthly	x	x	x	N/A	N/A	x
2.8	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.9	< Intentionally Left Blank >					x	N/A	N/A	N/A	N/A	N/A
2.10	Customer Satisfaction Improvement Plan	Three (3) months after completion of 2.9	30 days after final due date	\$25,000	monthly	x	x	x	x	x	x
2.11	Disaster Recovery Test Plan and Schedule	Three (3) months after Commencement and annually thereafter	30 days after final due date	\$27,000	monthly	x	x	x	x	x	x
2.12	Security Patch Compliance Report	Three (3) months after Commencement; on October 1st annually thereafter	30 days after final due date	N/A	monthly	x	N/A	x	N/A	N/A	x

Notes:

(1) Number of Months before (indicated with a minus (-)) or after (indicated with a plus (+)) Commencement Date (or other specified date) when the Deliverable is due

(2) "N/A" indicates that the Critical Deliverable is not applicable to this Service Component